



USER MANUAL

Rev 1
CDCR Juvenile Justice Division
Youth Phone Call Log in WIN



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In response to Senate Bill 518b, section 224.71 (q), youth are entitled “to make at least two free telephone calls within an hour after initially being placed in a facility” Executive Memorandum dated December 31, 2007, by Sandra Youngen, Director of Juvenile Facilities, extends this benefit to include two direct telephone calls within twenty four hours after transfers between facilities. In addition, AB 1300 requires staff to provide an opportunity for a minimum of one collect call weekly with a minimum of three attempts per completed call. Weekly mandated collect calls are to be considered a minimum standard. Additional calls may be awarded as identified in the Ward Incentive Program, for casework needs, and visiting restriction notifications.

Per current policy, staff are required to maintain a *Youth Phone Call Log* containing individual WIN Youth phone records, documenting completed and incomplete youth phone calls. The *Youth Phone Call Log* has been built into WIN (Ward Information Network). All logging of such calls will take place in the WIN database from this date forward. This user manual will serve as a guide on how to log these and other Youth phone calls into WIN.

Where to Log Youth Phone Calls

Youth phone calls can be logged into WIN in two places:

- 1) In the new Youth_PhoneCall_Log palette (fig. 1a, 1b)
- 2) On the Contacts TAB of any Youth WardMaster record (fig 2).

Fig. 1a



Fig. 1b

Name	YA Num	Asnd LU	Tmp LU	Date	Phone Num	Contact	Cat	Status	Comments
AGUILAR, Daniel Ver	82058	Angeles		03/06/08			Weekly Call	Completed	
AGUILAR, Daniel Ver	82058	Angeles		03/11/08	(111) 111-1111	Unknown	New Arrival C	Completed	
AGUILAR, Daniel Ver	82058	Angeles		03/11/08	(545) 454-5454	Brother	Weekly Call	Completed	mistake record
AGUILAR, Daniel Ver	82058	Angeles		03/08/08	(444) 333-3333	sister	New Arrival C	Completed	



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Fig.2

WardMaster: 445 of 4,130

AGUILAR, Daniel Ventura 82058

Buttons: Cswrk, CslRte, Prints, WI, Mov, DDMS/UOF, ARP, ED, Brd, CC/ITI, **Contacts**, Rel, YAAC/Par, BckGnd, GIC, Hlth, Com, Prop, Spl

General Comments About Visitors, Other Contacts

Contacts

Buttons: New Contact, Print Visitor List, Print Mail Log, Create Canceled Visit Note(s), Print Phone Log, Print Address Sheet

Name	Relation	Age	Comment
Aguliar, Daniell	Father	0	
Sauceco, Mary	Mother	0	
Monica Sauceco	sister	27	
Christona Sauceco	sister	25	
Juanita Flores	sister	24	
Daniel V. Aguilar	son	2	
Celia Ferreira	girlfriend	22	

Phone Call Log

Buttons: Add New Record, Print Phone Log

ALL RECORDS Selection

Call Date	Category	Status
3/11/2008	New Arrival Call	Comple
3/8/2008	New Arrival Call	Comple
3/6/2008	Weekly Call	Comple
1/2/2008	Weekly Call	Comple

Mail Log Tracking

UNDER CONSTRUCTION

Using the WardMaster Contacts TAB

On the right side of the Contacts TAB in any WardMaster record, you can see the Phone Call Log (fig. 3)

Fig. 3

Phone Call Log

Buttons: Add New Record, Print Phone Log

ALL RECORDS Selection

Call Date	Category	Status
3/11/2008	New Arrival Call	Comple
3/8/2008	New Arrival Call	Comple
3/6/2008	Weekly Call	Comple
1/2/2008	Weekly Call	Comple



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In the phone logging system, a user can do four things:

- a) Create a new Phone Call Log record.
- b) Double-click any record to show the record detail
- c) Change the display to show only records of a certain category.
- d) Print a Youth “Log” or history.

Creating a new record (WM Contacts TAB)

To log a new record in the Phone Call Log, the user simply clicks on the New Record button. Once clicked, the user is presented with a dialog that asks to confirm the creation of a new record (fig. 4)

Fig. 4



Once confirmed, an input form is presented and must be completed before saving (fig. 5).

Fig. 5



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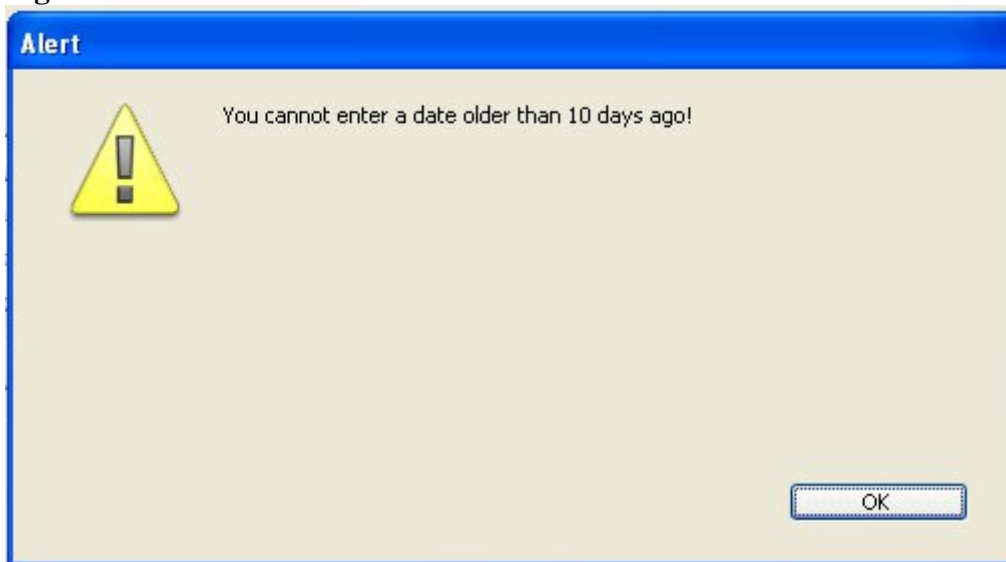
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The date the call was given is the first field. By default, WIN puts in today's date. This date can be changed if necessary.

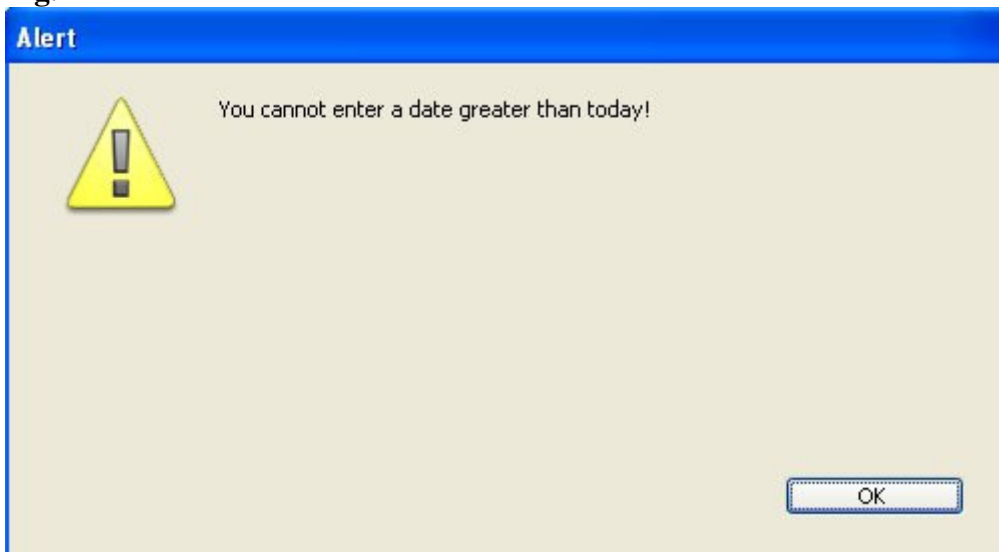
Staff can type in dates up to 10 days old. Any date older than 10 days displays the following message (fig. 6).

Fig. 6



Any date typed that is a future date is also denied and displays the following message (fig. 7).

Fig. 7





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The next two fields are *Phone#* and *Contact*. The user simply types in a phone number and contact name (person who is called) if desired. Currently, these fields are not required by WIN.

The next field is *Category* (fig. 8).

Fig. 8

AGUIRRE, Carlos 88803 Yosemite New Record

Date of Call: 3/21/2008

Phone #:

Contact:

Category: Mandated Call

Status: Mandated Call

Logged By:

Initial Call

Casework Call

Ward Incentive Call

☐ Direct_Call

Comments

Current legislation requires that staff use two of these category choices; *Initial Call* and *Mandatory Call*. Youth are entitled to two initial calls within the first 24 hours of arrival to a facility or camp. The *Mandatory Call* category should be used for all subsequent Mandatory Calls given to Youth for legal compliance.

NOTE: When the category *Initial Call* is selected, the field Direct Call is automatically checked and cannot be edited (fig. 9). Policy states that both initial calls are to be direct calls. In all other categories, staff can edit this field and must select the appropriate type of call. Not checking this box means that the call was made from a pay phone.

Fig. 9

AGUIRRE, Carlos 88803 Yosemite New Record

Date of Call: 3/21/2008

Phone #: (232) 555-5555

Contact: Mother

Category: Initial Call

Status: Completed

Logged By: Frank Goedkner

☒ Direct_Call

Comments



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ALL OTHER CATEGORIES IN THE LOG ARE TO BE CONSIDERED IN ADDITION TO THE ABOVE REQUIREMENTS. These additional categories include:

Ward Incentive Call is to be used for all calls awarded by the Ward Incentive system.

Casework Call (staff required call) is to be used for calls staff require. Examples would be casework related calls, counseling related calls, canceled visit notification calls, or any kind of phone call that staff initiate for security, treatment or education purposes.

The next field is Status (fig 10).

Fig. 10

The screenshot shows a software window titled 'New Record'. At the top, it displays 'AGUIRRE, Carlos 88803 Yosemite'. Below this, there are several input fields: 'Date of Call' with the value '3/21/2008', 'Phone #', 'Contact', 'Category' (set to 'Mandated Call'), 'Status' (set to 'Completed'), and 'Logged By'. A dropdown menu for 'Status' is open, showing options: 'Completed', 'Incomplete', 'Declined', and 'Direct_Call'. To the right of these fields is a large text area labeled 'Comments'.

Staff must record the STATUS of all phone calls given to Youth when logged into WIN. There are three possible STATUS selections:

Completed should be selected when the Youth made contact with someone at the other end of the line. Staff should use their best judgment to determine if this occurred.

Incomplete should be selected when staff determine that no one answered the phone at the other end of the line during a Youth phone call attempt.

Declined should be selected when a Youth declines to make a phone call when given the opportunity to do so by staff.



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The next field is *Logged By*. This field is the name of the person who created the record and is stamped automatically. Staff cannot modify this field.

The next field is *Direct_Call*. Staff are to check this box if the call was made at DJJ expense. This is commonly called a direct call and is usually made on a staff telephone. Calls made on a pay phone should leave this checkbox unchecked.

The last field is a checkbox called *Mistaken Record*. This checkbox is only visible on existing records that were created within the last 10 days. This field is also only visible to the staff member who created the record. Staff cannot delete Phone Call Log records. However, if the record was created by mistake, this checkbox should be checked. Once checked, this record will appear in red in the Youth_PhoneCall_Log output form. In addition, this record will not appear in the Youth's Phone Call Log in the Contacts TAB (WardMaster palette). A mistaken record will not appear in *Print Phone Log* report, nor will it be considered in the *Compliance Log* report.

Double-clicking a record (WM Contacts TAB)

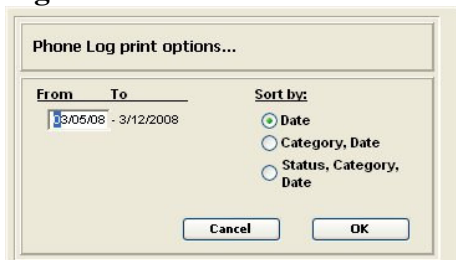
Once there are records in the display (inside the contacts TAB of any WardMaster record), a user can double-click them to see the detail of the record. Once a user double-clicks a record, the input form appears and may or may not be editable. If the user is the same person who created the record and the record is 10 days or newer, the record will be editable. If the record is editable, the user has 10 days to decide if the record was created in error or not. If a record is edited, the green save button must be clicked in order to save any changes. After 10 days, even the author of the record cannot edit the record. For all users other than the author, the record will always be in read only.

Print Phone Log button (WM Contacts TAB)

Fig. 11



Fig. 12





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A phone log can be printed at any time by simply clicking the button. Once clicked, a dialog will appear where the user can define the range of call dates to be included in the report, as well as the sort options. There are no restrictions on how far back a user can choose to go on the date range. The default date will always be one week ago today. However, the user can change this date. The default sort option will always be *Date*. This also can be changed by the user.

Once the desired date and sort options have been selected, the user will click the OK button. WIN will then generate the report (fig. 13).

Fig. 13

STATE OF CALIFORNIA
DEPARTMENT OF CORRECTIONS AND REHABILITATION
DIVISION OF JUVENILE JUSTICE
Ward Phone Call Log

Reporting Period: 3/14/2008 - 3/21/2008

DeWitt Nelson YCF

Name of Ward (Last, First, Middle)		YJA Number	Assigned Living Unit	Temp Living Unit
AGUIRRE, Carlos		88803	Yosemite	

Date	Logged By	Phone Number	Contact	Direct Call	Category	Status
03/21/2008	Frank Goeckner			<input type="checkbox"/>	Mandated Call	Completed

NOTE: Youth phone call logs are to be considered confidential. Due diligence should be practiced when using this report. Information in this report is not to be posted in any area where other Youth may view its contents.

Using the Selection pop-up (WM Contacts TAB)

Fig. 14

Phone Call Log

Add New Record **Print Phone Log**

ALL RECORDS ☒ **Selection**

Selection	Status
ALL RECORDS	
Mandated Call	Comple
Initial Call	
Casework Call	
Ward Incentive Call	

< >



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By default, WIN displays all records in a Youth's history. This selection can be changed by clicking on the *Selection* pop-up (fig. 14). This pop-up displays all category options. The user can select any of the category options, reducing the display selection down to just those records (fig. 15).

Fig. 15

Phone Call Log

Add New Record **Print Phone Log**

Mandated Call Selection

Call Date	Category	Status
3/12/2008	Mandated Call	Comple
3/11/2008	Mandated Call	Comple

A user can bring back ALL RECORDS, simply by choosing it in this pop-up.

The Youth_PhoneCall_Log palette

Fig. 16

Youth Phone Log Show All									
Name	YA Num	Asnd LU	Tmp LU	Date	Phone Num	Contact	Cat	Status	Comments
AGUILAR, Daniel Ver	82058	Angeles		03/08/08			Initial Call	Completed	
AGUILAR, Daniel Ver	82058	Angeles		03/12/08	(444) 444-4444	Sister	Mandated Cal	Completed	
AGUILAR, Daniel Ver	82058	Angeles		03/11/08	(555) 555-5555	Mother	Mandated Cal	Completed	
AGUILAR, Jesse	80649	Angeles		03/21/08			Initial Call	Completed	

Fig. 1a and Fig. 16 illustrate the Youth_PhoneCall palette. This palette can be assigned by your LAN Manager in two forms. ALL RECORDS palette for admin staff and staff who service the entire facility. There also exists a Living Unit selection palette. This palette will be installed for living unit staff who only see Youth on their living units in their WardMaster palette. Just like WardMaster, the Youth_PhoneCall_Log palette will only display Youth on their assigned living unit. Also, as in WardMaster, the user can open an ALL RECORDS palette at any time with the alt-shift combination as well.

As with a Youth's phone call log in the WardMaster palette, record detail can be seen by double-clicking any record in the output list of the Youth_PhoneCall_Log palette. The same rules apply to edit ability.



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If a record was marked as a *Mistaken Record*, it will appear in **red** (fig. 16). These records are only visible in this palette output list.

Youth_PhoneCall_Log Menu Items

There are three menu items available under the Youth_PhoneCall_Log palette:

- Srch By Date (Find Menu)
- New Record (Task Menu)
- Compliance Log (Report/Forms Menu)

Srch By Date

Selecting this menu item allows the user to search for Youth Phone Call log records by date. Once selected, the user is presented with the following dialog (fig. 17).

Fig. 17

Search for records by date(s)

Search Phone Call Date

From 00/00/00

To 00/00/00

☒ Search a Date Range

☐ One particular day (Specify)

☐ On/Before This Date

☐ On/After This Date

☐ Records created by me

Cancel OK

This dialog is a standard WIN search by date dialog and works the same as all the others do. Users may type in any combination of dates for record grouping. In addition to the date search, a user can check the box *Records created by me* and limit the search to records only they created. Once the OK button is clicked, the selection in the Youth_PhoneCall_Log palette will be reduced to only these records.



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New Record

A user can create a new log record using this menu in the same way as they can in the contacts TAB of any WardMaster record. The difference here is that a user has to type in the YA# of a current Youth (Fig. 18).

Fig. 18

Enter a YA Number...

YA# 32058

Ward's Name AGUILAR, Daniel Ventura

Living Unit Angeles

Cancel OK

Once a current Youth is found in the database, the Youth's name and current living unit are displayed and the user can click on the OK button. This will present the user with the same new record input form described in the New Record button inside the Contacts TAB of any WardMaster record.

Compliance Log

Compliance Logs are tools used in WIN for two purposes: Self monitoring by facility staff and compliance measures used by the DJJ Compliance Unit. The Youth Phone Call compliance log gives a snap-shot of staff compliance in the issuance and logging of Youth phone calls. This report analyzes a four week block of time and looks at mandated calls, as well as phone calls made during the first 24 hours of a Youth's arrival in a facility or camp (initial calls).

Selecting the Compliance Log menu item under the Report/Forms menu will present the user with the follow dialog (Fig. 19).



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Fig. 19



Fig. 20

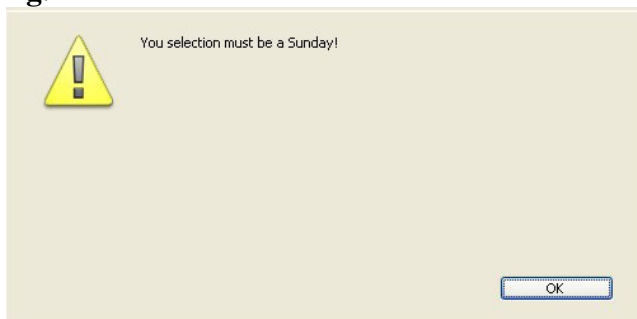


The Compliance Log reports on any four consecutive weeks in the calendar. However, these must be complete weeks that have already passed. Sunday is considered the first day of any given week. By default, WIN will insert the date of the Sunday at the beginning of the first week, four weeks ago. This is the most recent reporting period possible from today's date.

Example: Let's say that today is a Wednesday March 12, 2008. We are currently in mid-week, so the last complete week would have started on Sunday, March 2nd, 2008. From here we can count back three more weeks where we get our first available starting week date of February 10th, 2008. This would be the date that WIN will insert by default into the date box (Fig. 18).

A user can click the left arrow to increment back one week at a time. This will always be allowed. However, if the user types in a date (or selects a date from the pop-up calendar. Fig. 20) which is not a Sunday, they will get the following alert and the date will not be allowed (Fig. 21).

Fig. 21





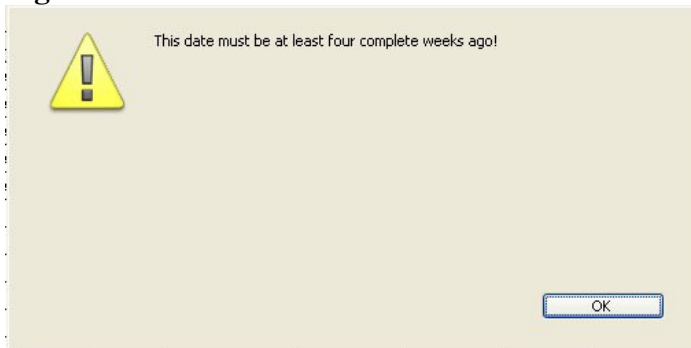
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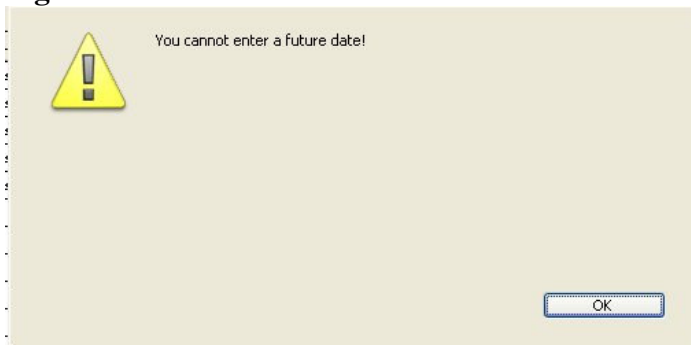
If the user types in a date that is a Sunday, but is too recent, not allowing for four complete weeks of reporting, the following alert will be displayed (Fig. 22).

Fig. 22



If the user selects a date that is in the future, this will also produce an alert (Fig. 23).

Fig. 23



Once a correct date has been entered, WIN will generate the report.

The Compliance Log report will only include the names of Youth who are out of compliance in either Mandatory Calls or their initial two phone calls during the first 24 hours of arrival at the facility or camp. Only weeks falling within the reporting period of the report are analyzed. In addition, the two phone calls during the first 24 hours of arrival are only analyzed if this period falls within the reporting period of the report. (Fig. 24).



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Fig. 24

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DEPARTMENT OF CORRECTIONS AND REHABILITATION
DIVISION OF JUVENILE JUSTICE
Ward Phone Call Out Of Compliance Report

Evaluation Period:
2/17/2008 - 3/15/2008

DeWitt Nelson YCF

Name	YA #	Unit	Missed Mandated Calls				Missed Initial Calls		Ttl Mandated C
			Wk 1	Wk 2	Wk 3	Wk 4	#1	#2	
AGUILAR, Daniel Ventura	82058	Angeles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2
AGUILAR, Jesse	80649	Angeles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
AGUIRRE, Carlos	88803	Yosemite	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
AGUIRRE, Carlos	80551	Angeles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
ALLEN, Maurice David	87561	Angeles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
ALVARDO, Juventino	78202	Angeles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
ALVAREZ, Jose Luis	83212	Sierra	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
ALVAREZ, Louie Michael	84162	Lassen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0
ANAYA, Max Juan	79480	Lassen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0

In the example shown in Fig. 24, The Evaluation Period for this report is 2/17/08 – 3/15/08. This means that the Sunday of the first reporting week is 2/17/08 and the Saturday of the last week ends on 3/15/08.

Missed Mandatory Calls

The checkbox will be checked if the Youth is out of compliance. This means that the Youth does not have a record indicating that a phone call was given during that week. Auditors should keep in mind that this does not necessarily mean that the Youth didn't get a call. It simply means that a record was never created indicating so.

Missed Initial Calls

If a Youth's arrival date does not fall within the evaluation period for this report, these two checkboxes will remain unchecked. If the arrival date does fall within the evaluation period, WIN checks to see if two phone calls were logged either that day or the next. If two calls were made, both checkboxes will remain unchecked. If only one call was logged, #1 will remain unchecked, but #2 will be checked. If no calls were logged, both #1 and #2 will be checked.

Ttl Mandated C (Total Mandatory Calls)

This figure is the total number of Mandatory Calls given to the Youth during the reporting period. It is interesting to note that this number will not always agree with the four weekly checkboxes under the *Missed Mandatory Calls* column. A Youth may not have been given a weekly phone call during the required week. However, staff may have simply given the Youth the phone call a day or two later, during the next week. This would amount to no calls the first week, yet two calls during the second



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week. By looking at both the weekly checkboxes, as well as the *Ttl Mandated C* column, one could easily see that the call was given, it was just given late. Our target is four calls a month. Our target is also one call a week. This report will denote three compliance measures: 1) Meeting Weekly Mandatory Call standards, 2) Meeting Monthly call standards and 3) Meeting two initial calls during the first 24 hours of arrival standards.

The Compliance Log can be run weekly, monthly or at anytime. It is recommended that facility staff responsible for monitoring Youth Phone Call logging develop a routine for checking compliance. DJJ Compliance staff will be using the same report for Phone Call Log Compliance checks.

SPECIAL NOTE: It is recommended that staff utilize the comments section of each Phone Call Log record if there are any special circumstances to note. Examples of this would be why a phone call was give late, or why it was placed in a particular category. These notes will help in defending staff actions with respect towards Phone Call Logs. They will also help in forming both facility and departmental policy as patterns emerge.

- END -